





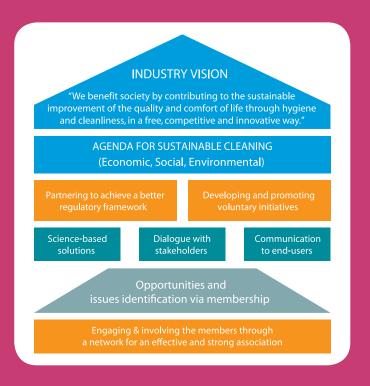
Table of Contents

vvno we are	inside cover
Vision & Mission	inside cover
President's message	1
Director General's message	2
Economic Perspective	3
Network map	inside cover
Activity Report	4
1. Voluntary initiatives	5
Charter for Sustainable Cleaning	5
Laundry Sustainability Projects	6
Washright and Cleanright	7
Contributing to the EU Sustainability Agenda	8
2.Technical and regulatory matters	9
CLP	9
REACH implementation	10
Detergents Regulation	10
Biocidal Products	11
Sodium Hypochlorite	11
Indoor Air Quality	11
Transport	12
3. Communicating to members and external aud	diences 12
Internal communication events	12
External communication, congresses and fai	rs 12
External and international relations	13
Sustainability Report	14
1. A successful commitment by the majority of the	e market 15
2. How it works	17
3. Addressing the product dimension	18
4. KPI results and commentary	19
Charter annexes	22
A.I.S.E. Members and Contacts	25
Board	25
Members	26
Secretariat	28
Glossary	20

Created in 1952, A.I.S.E. represents the soaps, detergents and maintenance products industry. Its affiliates include National Associations in 42 countries and also 9 direct member companies. Combined membership of the current network totals more than 900 companies (see map inside) ranging from small and medium-sized entreprises (SMEs) to multi-nationals, active in the Industrial & Institutional (I&I) and the consumer goods market, totalling a market value of around 40 billion Euros.

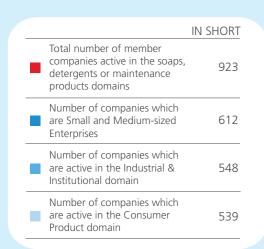
The A.I.S.E. Agenda for Sustainable Cleaning governs all of the Association's activities. This is represented by the "house chart" below which contains all of the elements of A.I.S.E.'s engagement 'under one roof'.

For more information and to download the A.I.S.E. Agenda for Sustainable Cleaning please visit: www.aise.eu/agenda



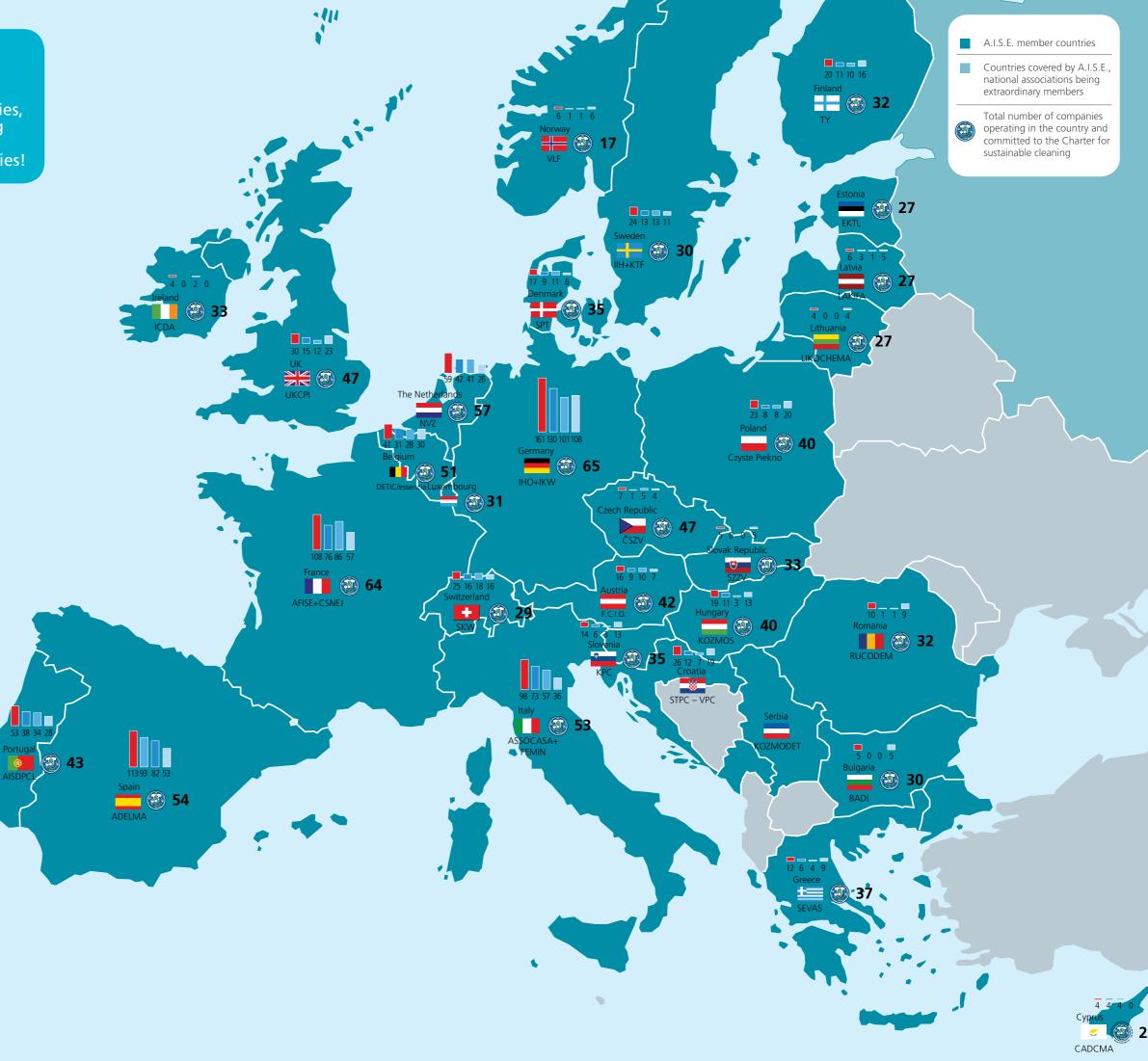


37 National
Associations
in 42 countries,
representing
more than
900 companies!













2010 was another busy year for our industry and despite the challenges, I think a very productive one.

We have seen some definite signs of economic recovery during the year, though it remains fragile. The industry has performed well with the total estimated market value for both detergents and maintenance products reaching 35.1 billion euros in 2010.

I'm proud that this industry has not pulled back from pursuing its commitment to our Agenda for Sustainable Cleaning during these tougher economic times: on the contrary, we have made some significant progress this year, as you will see in this report. And this while working extremely hard to support the implementation of CLP and REACH.

Two things underpin A.I.S.E.'s credibility and reputation as a trusted partner in Europe. One is our consistently proactive stance and commitment to engaging in voluntary initiatives, whether on sustainability issues or other regulatory matters. The other is the strength and breadth of our network of National Associations across 42 countries representing some 900 companies.

The National Associations contribute invaluable expertise and insight into the work of A.I.S.E. at the European level and I would like to thank them and all the member companies for their continued support. We are continually reviewing how we can make our network even stronger and more effective and ensure that the secretariat in Brussels represents this industry as best as it possibly can.

At A.I.S.E.'s General Assembly in Austria last June, we held a workshop on this topic that yielded very useful feedback and ideas, which we have been reviewing. We are looking at ways in which we could further empower the National Associations, by among others, increasing the participation of their directors at Board level. I believe we can make our network even more integrated, dynamic and effective, strengthening our working relationship internally and truly speaking with one voice externally on industry priorities across all 42 countries of our network.

In the meantime, I would like to thank all the staff at A.I.S.E. for their continued dedication and hard work. Even though the two big regulatory deadlines passed on the 1st of December 2010 for REACH and CLP, 2011 is proving just as busy and progress is being made all the time. I hope A.I.S.E. will continue to prove itself as a resourceful, authoritative and effective representative of this industry in Europe, serving your needs in 2011 and the years ahead.





Director General's Message

Welcome to A.I.S.E.'s 2010 Annual Review which for the second year includes both our activities review and sustainability reporting in one publication.

It has been another action-packed year as you well know, in both our two main areas of activity: voluntary initiatives and technical and regulatory matters.

On the regulatory side, there was the key deadline of 1 December 2010 to meet for both REACH and CLP implementation. We marked the occasion by holding A.I.S.E.'s annual Information Day in Brussels on that same date.

December also saw the publication by the Commission of the proposed Revision of the Detergents Regulation. Meanwhile, throughout the year A.I.S.E. has been deeply engaged in contributing to work on the transformation of the Biocides Directive into a Regulation.

Voluntary initiatives have also continued to build momentum. Since the Charter Update 2010 launch last autumn, 27 companies have to date signed up. We can expect to see the first packs of laundry products featuring the new Charter sustainability assurance seal appearing on shelves from July this year.

We also launched the Laundry Sustainability Project for Liquids and one especially focused on the Middle East and North African region. It has been a troubled time for much of that region lately, but the project has gained a foothold and started to make an impact.

Transparency and responsible communication to consumers is a fundamental priority underpinning this industry's reputation and we further expanded the Cleanright website this year as it seeks to become the portal for useful information on safe and sustainable cleaning. Promotional initiatives by different National Associations have been very successful in driving traffic to the site and we hope to see a lot more of these kinds of activities over this next year.

These are just a few of the key highlights reported on in these pages, so please read on and enjoy the 2010 Annual Review. I would like to take this opportunity to thank the National Associations, our member companies and valued partners for all their support and engagement this past year, as well as of course my colleagues here in Brussels. It is a great pleasure working with such an energetic, committed and hard-working team and I look forward to another productive year.

Susanne Zänker

mare.

Economic Perspective

This section covers the total A.I.S.E. market value for the year 2010, for the EU 27, plus Norway and Switzerland based on Nielsen sources. Where the data from certain countries was missing, extrapolation based on population data has been used instead.

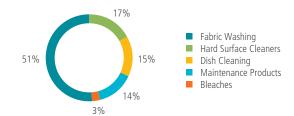
Data presented with this A.I.S.E. annual publication are provided at retail sales prices for household cleaning products and at manufacturing sales price (ex-factory) for the Industrial & Institutional (I&I) sector.

Total market value of the overall detergents and maintenance products industry (for both household and I&I products) for 2010 is estimated to have reached **35.1 billion euros**.

Household sector:

Value per product category for 2010 (EU 27, plus Norway and Switzerland)

The overall total household value is estimated to have reached **28.5 billion euros** (28.2 billion euros in 2009) and shows a growth of approximately 1%. This growth is mainly due to the increased use of dish cleaning products.



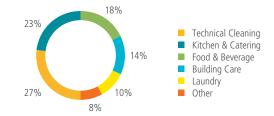
		Total EU 27+CH+NO	Growth 2010 vs 2009
A. Household	100%	million euros	%
Fabric Washing	51%	14.500	0,8
Hard Surface Cleaners	17%	4.893	1,3
Dish Cleaning	15%	4.183	1,4
Maintenance Products	14%	3.987	1,5
Bleaches	3%	896	-2,8

Results: Aggregated Nielsen data

I&I sector:

Value per product category for 2010 (EU 27, plus Norway and Switzerland)

The I&I market is a stable market. In 2010, the total I&I value is estimated at **6.6** billion euros (6.5 billion euros in 2009).



		Total EU 27+CH+NO	Growth 2010 vs 2009
B. I&I	100%	million euros	%
Technical Cleaning	27%	1.790	3,3
Kitchen & Catering	23%	1.533	0,8
Food & Beverage	18%	1.163	-0,5
Building Care	14%	890	-1,8
Laundry	10%	645	1,2
Other	8%	539	0,8

Source: National Associations' data benchmarked with experts' data

Household products	
Fabric Washing	Household Laundry washing products, such as heavy/light duty detergents, fabric conditioners, laundry aids and care
Hard Surface Cleaners	General purpose, scourers, special purpose, lavatory
Dish Cleaning	Hand wash, machine wash, auxiliary products
Maintenance Products	Wood, leather, floor, household metals, insecticides, disinfectants, room deodorisers/air fresheners, other specialties
Bleaches	Classic/pure bleaches, basic conventional bleaches; e.g. acid bleach, non chlorine/peroxygen bleach, dichlorocyanurates

Maintenance Products	Wood, leather, floor, household metals, insecticides, disinfectants, room deodorisers/air fresheners, other specialties		
Bleaches	Classic/pure bleaches, basic conventional bleaches; e.g. acid bleach, non chlorine/peroxygen bleach, dichlorocyanurates		
Industrial & Institutional	Sector		
Technical Cleaning	Products for transportation/car/aircraft/railroad care, workshop cleaning, industrial plant, storage, equipment cleaning, metal products cleaning, degreasing, chemical treatment (phosphatising, chromatising etc), delaquering, metal surface conversion, metal working aids, etc.		
Kitchen & Catering	Dish cleaning (hand/machine, liquid/powder), additives, e.g. water hardness regulators for dishwash, glassware cleaners, rinse aids, hard surface cleaners for equipment, hard surface disinfectants, combined products, hand hygiene, hand care, etc.		
Food & Beverage	CIP (Cleaning In Place) chemicals, bottle cleaning, chain lubricants, disinfectants for food industry, personal hygiene (body, skin, toilet), combined cleaning and disinfection, caustic/acid/neutral surface cleaners, transportation and storage hygiene, foodstuff surface disinfection; also including products for agriculture: teat dips, sheep dips, milking equipment hygiene, stable hygiene, etc.		
Building Care	Cleaning and maintenance products: general purpose cleaners, facade cleaning (stone/wood/metal/glass/graffiti removers), floor care (general, hard surface, tapestry, sealants, strippers, polishes, crystallizers), sanitary cleaners, abrasive cleaners, sanitizing cleaners, air conditioners hygiene, surface disinfectants (hospital, sanitary, general, wipes), etc.		
Laundry	On-premise laundry detergents, fully formulated detergents, powder/liquid detergents, pre-wash additives, boosters, pH-adjustment, water hardness regulators, bleach additives, disinfectant detergents/additives for hygienic laundry (hospital, food industry), fabric softeners, starch finishing, ironing aid, fragrance rinse, etc.		
Others	Water conditioning/cooling treatment, swimming pool hygiene, medical hygiene (surgical instruments and surfaces), "exotics" like gravestone cleaning, etc.		





Voluntary initiatives

As a proactive and responsible association, A.I.S.E. plays a key role in the creation and development of a range of initiatives designed to maintain human and environmental safety and improve environmental quality. What the industry has learned in this area has formed the basis for building sustainability into everything it does, particularly through its voluntary industry initiatives.





"In line with the EU 2020 strategy, we see a key role to be played by industry towards resource efficiency and eco-innovation. We welcome A.I.S.E.'s voluntary work, and the Charter for Sustainable Cleaning in particular, as a lead industry initiative to promote best practice in this sector."

William Neale, cabinet Member of DG Environment Commissioner Janez Potočnik

Charter for Sustainable Cleaning

The Charter for Sustainable Cleaning is a voluntary initiative, whose aim is to encourage the whole industry to undertake continual improvement in terms of sustainability and also to encourage consumers to adopt more sustainable ways of doing their washing, cleaning and household maintenance. It is open to all companies, whether they are members of A.I.S.E. or not, and whether they manufacture, distribute or market soaps, detergents, maintenance products or cleaning systems.

As of May 2011, more than 130 companies had joined the project, representing more than 80% of the total production output for Europe.

As announced last year, an upgrade of the Charter, which was originally launched in 2005, is now underway to build in improvements following feedback from members and stakeholders. The Charter Update 2010 was presented at the annual General Assembly in June, opened for training on 1 July and for full participation from 1 October 2010.

Companies who have voluntarily committed to continual improvement in sustainability in their manufacturing operations by signing up to the Charter can now extend the assurance of advanced sustainability standards to their own individual products and brands. A new Charter seal can be obtained through voluntary compliance with the new Advanced Sustainability Profiles (ASPs) for product categories.

It is expected that most of the current Charter member companies will sign up to the Charter Update 2010, and several have already done so. The first product categories for which it is possible to adopt the new Charter seal are laundry detergents and fabric conditioners and work is underway to define the criteria for the remaining product categories.

The first products displaying the Charter seal will start appearing on shelves from July 2011 onwards and A.I.S.E. is actively preparing for this launch with information to stakeholders and an array of communications to media, retailers and the public.

A.I.S.E. presented the Charter Update 2010 at the 7th World Congress on Detergents in Montreux in October, and it was well received. At the A.I.S.E. Information Day in Brussels on 1 December, European Commission officials such as Carina Törnblom, DG Health and Consumer Affairs, and William Neale,

member of Environment Commissioner Janez Potočnik cabinet, confirmed that A.I.S.E. voluntary industry initiatives were on the right track in helping driving the sustainability agenda. Annika Schudak from IMUG, a German Consumer Research organisation, presented the results of a study undertaken in Germany that showed the Charter was rated as a highly transparent and credible scheme.

More information on the Charter is available in Part 2 of the report.



Carina Törnblom, Head of Unit in DG Sanco, speaking at the A.I.S.E. Information Day 2010

Laundry Sustainability Projects (LSPs)

The first Laundry Sustainability Project (LSP-1) was launched by the A.I.S.E. in 2006 to promote resource efficiency by encouraging companies to produce more compact formulations for detergents, thereby reducing the dosage for a standard washing machine load. It ran through 2007 mainly in Central and Eastern Europe, with 17 companies participating and achieved sustainability savings beyond expectations.

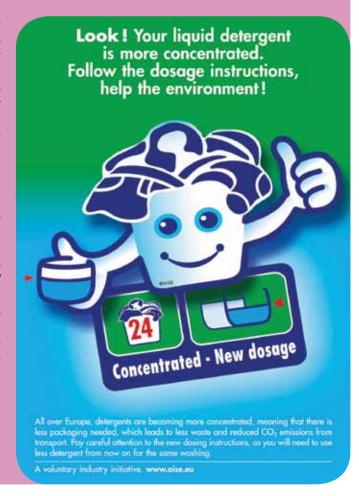
LSP-2, launched in January 2009, is focused on achieving further compaction of laundry powders across a EU countries and has recently been extended till end March 2012. There are currently 13 companies committed to this project and to the target of compacting laundry powders such that recommended dosages for a standard washing machine load are no greater than 85g/ wash and 135ml/wash. Preliminary feedback from observing products on the shelves suggests that in Western Europe, the majority of products are now compacted in line with or below the target levels.

In parallel, LSP-MENA is focused particularly on the Middle East and North African region. Companies participating in this initiative commit to reduce the recommended dosage for all their household laundry powder detergents by a minimum of 25% (in weight) and by a minimum of 15% (in volume). So far this project has rolled out successfully in Morocco, Egypt, and key parts of the Arabian Peninsula and A.I.S.E. is pursuing implementation in the remaining countries (Algeria, Tunisia and the Levant region).

LSP-L, launched in July 2010, and aimed at the household liquid detergent market, saw concentrated formulations with a recommended dose of no more than 75ml appear on shelves from late 2010. To date, eight companies have signed up.

All these projects also aim to raise awareness among consumers about the environmental benefit of using concentrated/compacted products that require lower dosing. Targeted communication activities via various communication channels encourage consumers to wash in a more sustainable way, and in particular, to dose according to the new instructions. The communications toolkit for liquid detergents now includes the new mascot 'Mr Basket'.

For more information, please visit www.aise.eu/lsps





Air Fresheners Product Stewardship Programme

The A.I.S.E. Air Fresheners Product Stewardship Programme is an initiative which promotes the safe and best use of air freshener products. 7 companies are currently committed to the programme.

A.I.S.E. is also working on a common multi-stakeholder protocol to measure emissions from scented candles, which is due to be released in 2011.

For more information, please visit www.aise.eu/airfresheners



Washright and Cleanright

Life cycle analysis shows that most of the environmental impact of the majority of the industry's products occurs during the product use phase. Therefore, as well as working towards more sustainable production, A.I.S.E. and its members are continuously working on communications and information campaigns to promote the sustainable use of cleaning products.

The Washright campaign has been running since 1998, with millions of laundry packs across Europe carrying the Washright consumer information panel promoting best washing practice. A similar initiative encourages consumers to save energy and water in machine dishwashing by selecting the 50 or 55 °C wash cycle on their dishwashers.



This past year, A.I.S.E. has refreshed and updated the Washright panel and made it available in twenty five languages. The new panel has started appearing on packs.

Expanding on this commitment to consumer communication, the Cleanright website provides information on the safe and best use of detergents and cleaning products to consumers and stakeholders. Developed by A.I.S.E. and Cefic (European Chemical Industry Council) in 2008, www.cleanright.eu aims to be the first point of reference for consumers and others seeking accurate, easily understandable information on the sustainable use of detergents and cleaning products.





Four more language versions were launched in 2010 – Hungarian, Slovenian, Swedish & Portuguese – with a Finnish version that was added in March 2011, bringing the total to 13 languages. Work was also completed on a mini-version of the site for those countries who are not yet hosting the full Cleanright content but are committed to other A.I.S.E. voluntary initiatives. With the 12 mini-sites live, Cleanright is now expected to reach approximately 530 million consumers in Europe.

To promote the site further, A.I.S.E. has developed various versions of the Cleanright panel featuring the URL which companies can opt to use on pack.



Coverage of Cleanright in Italy



Belgium's Facebook Campaign



Testimonials from stakeholders in Slovenia

Several national associations actively promoted the site in 2010, with excellent results. In Italy, Assocasa (Associazione Nazionale Detergenti e Specialità per l'Industria e per la Casa), and Federchimica (Federazione Nazionale dell'Industria Chimica) ran a series of promotional activities engaging the Italian media when the Italian version of the site was launched in July. The Cleanright banner was posted on various media portals, and an online quiz appeared on Corriere della Sera women's portal, www.leiweb.it. In one TV news report, Cleanright was highlighted as a good source of information. By December 2010, Assocasa had published 66 articles on Cleanright in the Italian media. These PR activities have attracted an great amount of traffic to the Italian version of Cleanright – around 12,000 visitors by March 2011.

Earlier in 2010 in Belgium, ASBL-DETIC (the Association Belgo-Luxembourgeoise des Producteurs et des Distributeurs de Savons, Cosmétiques, Détergents, Produits d'Entretien, d'Hygiène et de Toilette, Colles, Produits et Matériel Connexes) conducted a successful pay-per-click campaign on Facebook to publicise the Cleanright launch in Belgium. In Slovenia, GZS (Gospodarska zbornica Slovenije) achieved excellent reach with an informational campaign that used schools, newspapers and television as communication channels and distributed various promotional materials on Cleanright.

Contributing to the EU Sustainability Agenda



A.I.S.E. has continued to work and develop the industry's voluntary initiatives in the context of the EU 2020 strategy and the European Commission Action Plan on Sustainable Consumption and Production and Sustainable Industrial Policy (SCP/SIP).

In 2010, A.I.S.E. has represented the industry on a number of specific components of the Action Plan including:

Ecodesign Directive – Although this directive is not yet relevant for products manufactured by this industry, A.I.S.E. has been monitoring developments closely, given its similarities to the Charter for Sustainable Cleaning in terms of its overall objectives namely the placing on the market of more sustainable products. A.I.S.E. has also been following closely the implementation of the Work Plan for priority products and of developments regarding Annex VIII of this Directive which allows self-regulatory proposals to be put forward by Industry. A.I.S.E. welcomes the value attached by the directive to voluntary self-regulatory proposals.

Ecolabel / GPP – A.I.S.E. actively contributed to the revision of Ecolabel criteria and performance test methodology for laundry and automatic dish detergents, stain removers, all-purpose cleaners and hand dish detergent products. The new Ecolabel

criteria for these product categories will be applicable from 30 April 2011. A.I.S.E. has also been contributing to the development of Ecolabel criteria for Industrial & Institutional laundry and automatic dish detergents. Ensuring that the criteria developed are based on science and fit for purpose will in turn also help to ensure the success of the Green Public Procurement guidelines that are being developed at the EU level.

The Retail Forum – A.I.S.E. continues to participate in Retail Forum meetings. In 2010 A.I.S.E contributed to a series of papers, including the Marketing and Effective Communication, LCA and Labelling papers, which encourage retailers and other stakeholders to work together in partnership in order to promote sustainable consumption to consumers. More information on the Retail Forum can be found at: http://ec.europa.eu/environment/industry/retail/index_en.htm

The European Commission began working on an update of the Action Plan, due in autumn 2012, to which A.I.S.E.

is extensively contributing with its experience. A.I.S.E. is also continuing to forge closer links with other organisations on these topics, including the United Nations Environmental Programme with whom it has long had a good working relationship



2. Technical and regulatory matters

2010 has been another busy year on the regulatory front and several A.I.S.E.'s working groups have been active in a number of policy areas that are relevant to its members as downstream users of chemicals. Priority areas this past year have been the Classification, Labelling and Packaging of Substances, REACH, the revision of the Biocides Directive, the Detergents Regulation and Sodium Hypochlorite.

Regulation for Classification, Labelling and Packaging of Substances and Mixtures (CLP)

December 2010 saw the first two CLP deadlines coming into force: substances now have to be classified to CLP criteria and notified to the Classification & Labelling Inventory. Products can also now be classified under CLP but may continue to be classified under the DPD be until June 2015.

In preparation for these key deadlines, A.I.S.E. developed a comprehensive list of about 1038 substances with EU DSD classifications translated into draft CLP classifications. This list was shared with selected suppliers' industry associations as part of an ongoing process to clarify existing discrepancies and identify potential changes which may arise from the REACH review process. A.I.S.E. also developed guidance on Classification & Labelling Inventory notification to help member companies with this process.

A.I.S.E. identified and prioritised a number of CLP implementation issues during 2010 and has been working on solutions for them, including the adoption of the hazard class 'corrosive to metals' for supply, the forthcoming adoption of revised chronic aquatic toxicity criteria and the labelling of products supplied in single unit dose format. A.I.S.E. participated in the November 2010 Commission workshop on the harmonisation of Poison Control Centre (PCC) reporting requirements and will take part in follow-up stakeholder meetings in 2011. A.I.S.E. also contributed to the development of ECHA CLP guidance on labelling and packaging.

Overall, A.I.S.E.'s approach is to develop a collective response to the new CLP challenges, with the goal of arriving at a robust, transparent and externally recognised system that assures appropriate and harmonised classification of detergent and cleaning products across Europe. A.I.S.E. has applied itself to all aspects of the regulation, from method evaluation and data generation, to sharing data and expertise, improving transparency and giving guidance to members.

One major piece of work is the study to investigate whether the in vitro skin / eye irritation / corrosion test methods currently applicable for substances are reliable enough for use with detergent and cleaning product formulations in order to classify products under CLP. This project is scheduled to conclude by the end of 2011.

A.I.S.E. is also progressing the development of an Industry Classification Network to put in place a working structure to support and facilitate consistent classification where weight of evidence and expert judgement is needed. The network as proposed will include externally recognised experts, be open to all companies manufacturing detergents and cleaning products, based on an A.I.S.E. database of toxicological studies and compositional information, and accessible by nominated internal and external experts, focusing on specific 'data-rich' product categories. A.I.S.E. plans to run a pilot study to test the Classification Network structure and associated processes in mid-late 2011.

As the CLP Regulation is the EU implementation of the UN Globally Harmonised System of Classification and Labelling of Chemicals (GHS), A.I.S.E. also continues to participate in meetings of the UN Sub-Committee of Experts on the GHS and associated activities. A.I.S.E. contributed to the development of the CLP 2nd Adaptation to Technical Progress (ATP), which will incorporate into the CLP the changes introduced by the 3rd revision of the United Nations Globally Harmonised System (GHS). A.I.S.E. plans to update the 'CLP in Brief' guidance in time for when this ATP is published in mid-2011.









REACH implementation







A.I.S.E. continues to actively assist members with the implementation of REACH.

Activities in 2010 have included updating documents on the A.I.S.E. REACH website, developing guidance for members and holding workshops with suppliers on exposure scenarios in order to strengthen working solutions for REACH.

For formulating companies such as A.I.S.E. members ('downstream users'), the main focus in 2010 was on ensuring that chemical suppliers met the 1 December 2010 REACH deadline for registration of substances so that A.I.S.E. members could be assured of continuity of supply of high volume chemicals. To this end, A.I.S.E. worked closely with Cefic and supplier consortia to provide substance and use information details, as well as suggesting exposure assessment methodologies, in order to facilitate registration and safe use demonstration. For example, a tool for refining environmental emission release assumptions used in registration dossiers (Specific Environmental Release Categories, or SPERCs) was developed in summer 2010 and made available on both the A.I.S.E. and Cefic websites.

A.I.S.E. has also been busy contributing feedback to various consortia and suppliers' associations on Chemical Safety Reports which were submitted to ECHA together with REACH dossiers, as well as providing input to the development of ECHA's Chemical Safety Assessment tool, Chesar.

Late 2010, A.I.S.E. worked with the Downstream Users Chemicals Coordination group (DUCC) on a project for standardising electronic exchange information contained in exposure scenarios of extended Safety data Sheets (ESCom XML standard). The ESComXML standard aims to enable consistent and transparent exchange of exposure scenario information between computer systems in the supply chain to support formulators in fulfilling their REACH duties.

By the December 1 deadline, ECHA was reported to have received approximately 24,675 dossiers for registration of substances. A.I.S.E. is now preparing for the second phase which involves receiving exposure scenarios from suppliers, interpreting the information contained in them for checking uses are adequately covered, adapting them and further distributing these down the supply chain.

Some understanding of the Downstream User Chemical Safety Assessment concept also needs to be developed. The downstream user duties under REACH are both complex and novel: full understanding and alignment of all players, industry and authorities, will take time.

The European Commission also launched a consultation on the review of REACH to which A.I.S.E. has contributed.

For more information, please visit www.aise.eu/reach

The Detergents Regulation

The Detergents Regulation (648/2004/EC) sets out a European Union harmonised system for the placing on the market of detergents, in particular for their labelling and the biodegradability of surfactants they contain. During 2009-2010, the European Commission prepared an impact assessment on the use of phosphates in detergents, in order to decide whether EU legislation regulating the use of phosphates was justified. As a consequence the European Commission published on 4 November 2010 a proposal amending the Detergents Regulation limiting the use of phosphates in household laundry detergents as of 1 January 2013. The Commission also suggests re-assessing the situation regarding household automatic dishwashing detergents by 31 December 2014.

A.I.S.E. welcomes this revision of the Detergents Regulation which will establish a harmonised and consistent approach across EU Member States. A.I.S.E. will carefully follow developments throughout the legislative process.

Biocidal products

Work continues on the Regulation to replace the Biocidal Products Directive which is envisaged to come into force in 2013. During 2010 A.I.S.E. together with the International Scientific Forum on Home and Hygiene took part in an Information Session and Dinner Debate organised by MEP Julie Girling in the European Parliament on "Hygiene in the Home and the Community: the role of Biocidal Products", where awareness was built on the important role of preventive hygiene in order to control infectious diseases and subsequently reduce the need for antibiotics.

A.I.S.E. appreciates the extensive work that has taken place so far through the re-drafting of the proposed Regulation at European Parliament and Council level. The political agreement reached by the Council on 20 December 2010, is already a significant improvement compared to the existing regulatory framework for biocidal products, in particular in terms of simplification of authorisation procedures and alignment with other EU legislations.

A.I.S.E. will carefully follow further developments on biocides and is confident that the forthcoming Regulation will establish a harmonised regulatory framework for biocidal products across Europe while maintaining a high-level of protection for the environment and human health.

A.I.S.E.'s priorities on the Revision of the Biocidal Products Directive

- 1. Products to be authorised at Union level
- 2. Full recognition and implementation of biocidal products families
- 3. Simplification of authorisation procedures
- 4. Appropriate procedures for research & development which encourage innovation
- 5. Workable and consistent provisions for treated articles
- 6. Exclusion criteria based on science and allowing risk benefits





Sodium Hypochlorite

The environmental classification of Sodium Hypochlorite (used in bleaching and disinfectant products) remains unclear with respect to mixtures, amid differences in opinion among authorities' experts on existing data. Environmental testing of the substance is planned in order to resolve the controversy and this is a prerequisite for progressing the discussion on the classification of mixtures containing this substance.

As a result of the change in environmental classification, the substance and mixtures containing it, if classified and stored above a certain amount, will be subject to the EU Seveso Directive on the prevention of major accident hazards. A revised Seveso Directive was released by the European Commission end of 2010, on which A.I.S.E. is currently working.

Indoor Air Quality

The EU Scientific Committee on Health and Environmental Risks (SCHER) and other scientific bodies have concluded that the sources of indoor air pollution are multiple and that further research is required to establish actual exposure and advance policy priorities.

A.I.S.E. is committed to actively contributing to this work via a multi-stakeholder and science-based process, and is in favour of addressing the issue through a harmonised approach at EU level. In this context, A.I.S.E. participated in the Emissions, Exposure Patterns, Health Effects and Consumer Products in the EU (EPHECT) project in 2010 as a collaborative partner. This project is a DG SANCO funded project, which aims to identify substances emitted from consumer products responsible for causing respiratory irritation, respiratory allergy or asthma. Ultimately the project could result in recommendations for risk reduction measures and policy options.

During the Belgian Presidency to the EU, a workshop on 'Product Policy and Indoor Air Quality' was organised where A.I.S.E. Director General, Susanne Zänker was invited to speak. The workshop was an opportunity for stakeholders and industry to discuss recommendations on policy for a harmonised framework on Indoor Air Quality. The European Commission is due to issue a consultation Green Paper on Air Fresheners.

Transport

A.I.S.E. continues to take an active role in the UN Sub-Committee of Experts on the Transport of Dangerous Goods and the modal committees. Broadly, A.I.S.E. is pressing for as much harmonisation as possible to simplify the increasing number of multi-modal journeys and the increasing number of goods classified as dangerous.

More specifically, A.I.S.E. was successful in achieving the move to a single Limited Quantity mark. Meanwhile a proposal to align the corrosive criteria in the Model Regulations with those in GHS has been strongly opposed by industry and many governments as this has highlighted flaws in the GHS text which would seriously impair the transport of such materials.

A joint GHS/TDG working group has been set up to resolve this problem and A.I.S.E. is fully engaged in this.

A.I.S.E. also continues to participate in, and strongly supports, the Alliance of European Industries involved in the Transport of Dangerous Goods (INDA). Through this, work to simplify the written instructions for drivers was successfully concluded. Industry guidelines on security were updated and are now posted on the DG Mobility and Transport website.

In this ever-changing regulatory environment, A.I.S.E. continues to seek to facilitate trade with maximum protection of people and the environment without excessive and costly regulation.

3.

Communicating to members and external audiences

Speaking up for the industry and communicating about A.I.S.E. activities and initiatives to external audiences and members is an important part of A.I.S.E. 's role. A.I.S.E. achieves this by participating in conferences as guest speakers, hosting and attending events, meeting with members and developing publications as well as websites. A.I.S.E. and the industry it represents were once again highly visible over this past year.

Internal communication events

SME priorities.



The Update 2010 of the Charter for Sustainable Cleaning was officially launched and examined in a technical workshop. A.I.S.E. also ran a workshop for members to discuss and examine how to further optimise the work of its network.

The A.I.S.E. Small and Medium sized Enterprises Steering Group met in Italy in March 2011. The meeting discussed the future activities and organisation of the A.I.S.E. SME Steering Group, and





External communication, congresses and fairs

The 57th SEPAWA Congress took place in Fulda, Germany in October 2010. It was attended by around 1,500 visitors including A.I.S.E. who participated as an exhibitor and presented the Charter Update 2010 at the event. Visitors to the A.I.S.E. stand were particularly interested in the A.I.S.E. Charter and Cleanright.

A.I.S.E. attended the American Oil Chemists' Society 7th AOCS World Detergents Congress in Montreux, Switzerland, as part of the International Network of Cleaning Product Associations group. The Montreux congress takes place every four years and is an opportunity for business leaders to meet and share thoughts on forward thinking strategies. The theme of the conference 'New Strategies in a Dynamic Global Economy' examined over three days the opportunities and solutions for 'Defining the Future', 'Innovation in the Value Chain' and 'Smarter Ways of Doing Things'. Among others, CEOs from leading detergents manufacturers P&G, Unilever and Henkel spoke at the event and during their presentations A.I.S.E.'s voluntary initiatives were referred to as good examples of industry voluntary best practice.



The International Network of Cleaning Products Associations' booth at Montreux



From left to right: A.I.S.E. President, Hans Bender, CEO of Henkel, Kasper Rorsted and A.I.S.E. Treasurer, Thomas Müller Kirschbaum at the INCPA booth in Montreux.





The A.I.S.E. Information Day is an opportunity for A.I.S.E.'s industry to share its main priorities with EU stakeholders and all interested audiences. The 7th Information Day was held on 1 December 2010 in Brussels to coincide with key deadlines for industry's regulatory compliance under REACH and CLP. On the occasion of these regulatory milestones, A.I.S.E. presented progress to participants on the work by the association and its members to ensure that legislation is successfully implemented in close dialogue with the EU and national stakeholders. Speakers at the event included an MEP, European Commission officials, ECHA, industry experts, scientists and retailers. They highlighted the various challenges of developing an adequate and consistent regulatory framework and welcomed the potential complementarity of A.I.S.E.'s work through voluntary initiatives to ensure the safe and best use of products and promote sustainability.



Sustainable Dishwashing and Cleaning Action Day, run by Forum Waschen, IKW in Germany www.forum-waschen.de

On 11-12 April 2011, both Susanne Zänker and A.I.S.E. member Kerstin Ochs (Henkel) attended the **EU Consumer Summit**. The event was hosted by DG Health and Consumer Affairs in to explore the way forward for developing the future Consumer Policy Strategy. Susanne spoke about the role played by A.I.S.E. and the initiatives it has taken to change consumer attitudes towards sustainable consumption while Kerstin provided an overview of Forum Waschen's activities in Germany.

Valérie Séjourné A.I.S.E. Director for Sustainability & Communications participated in the UNEP Green Economy Business and Industry Global Dialogue event between 11-12 April. The conference aimed to encourage businesses and society to proactively address the concept of green economy and to apply it in practice ahead of the RIO + 20 Years Earth Summit planned for mid 2012.

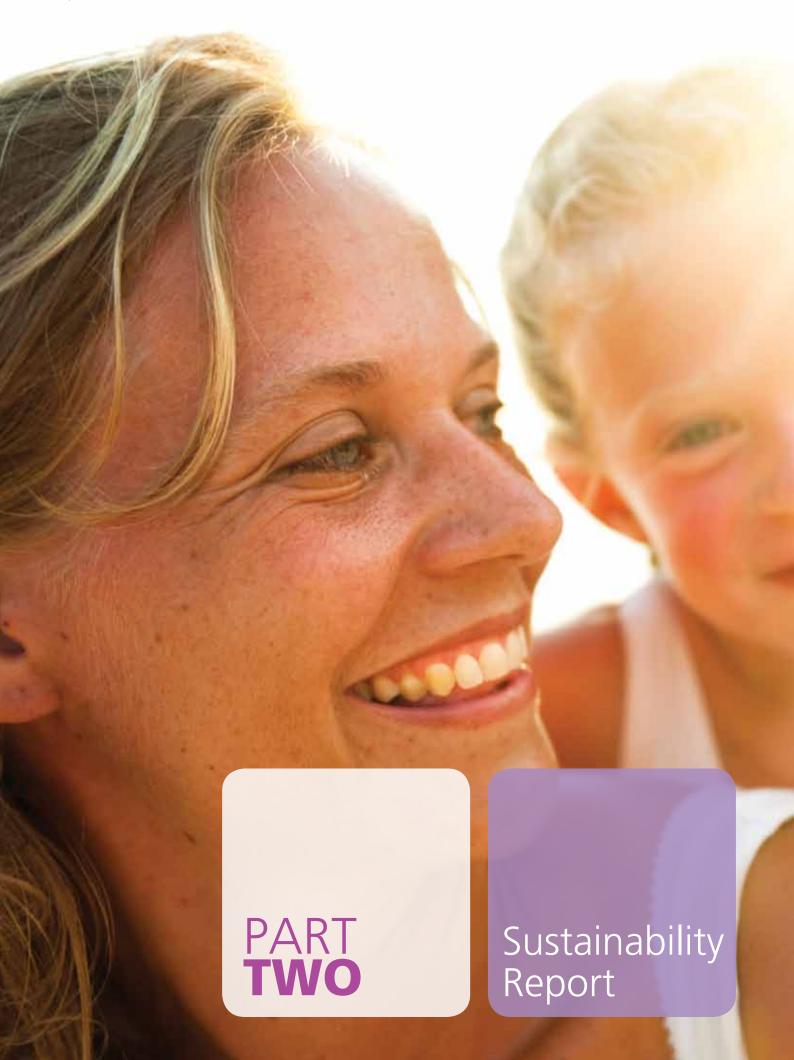
External and international relations



A.I.S.E. has continued to be proactive in forging closer links with sister associations from around the globe, as well as reaching common positions on issues of mutual interest. Every year, representatives from the detergents associations in Japan, Canada, the USA, Australia and Brazil attend the A.I.S.E. General Assembly. In January 2010, A.I.S.E. was represented at the annual meeting of the American Cleaning Institute by Susanne Zänker and in 2011 by A.I.S.E. Technical and Regulatory Affairs Director, Sylvie Lemoine.

The International Network of Cleaning Products Associations (INCPA) was formally launched in 2010. INCPA is the informal coalition of A.I.S.E. and its sister associations from around the globe who represent cleaning product formulators. The Network coordinates and actively engages in targeted efforts to better understand and address chemical management issues of international or cross-region relevance that affect the cleaning products industry. More information about INCPA is available at:

www.incpa.net.



The Charter for Sustainable Cleaning as cornerstone project



The European soaps, detergents and maintenance products industry, individually and collectively through A.I.S.E., has a long track record of commitment to safeguarding consumers and the environment. The Agenda for Sustainable Cleaning that guides all its activities represents a long-term commitment by its members and a belief that it is both its responsibility, and in its best interests as businesses, to contribute to a sustainable future.

The principal expression of this commitment is the A.I.S.E. Charter for Sustainable Cleaning which was launched in 2005 in all EU 27 countries plus Iceland, Norway, and Switzerland. It is open to all companies, whether A.I.S.E. members or not, and covers all product categories of the industry, whether in the household or industrial and institutional sectors. This voluntary initiative is a life-cycle-based framework for promoting a common industry approach to sustainability improvement and reporting.

Companies that sign up to the Charter commit to:

- embrace a policy of continual improvement at the manufacturing level
- be independently verified on their sustainability procedures
- report annually on their performance under a series of Key Performance Indicators (KPIs).

In recognition of the commitment, companies may use the Charter logo on pack.

As of May 2011, A.I.S.E. is proud to count more than 130 companies committed to the Charter, covering more than 80% of the industry's volume output in Europe.

This Activity and Sustainability report 2010 publishes the results of this, the 6th annual round of reporting on the Key Performance Indicators (KPIs) specified by the Charter.

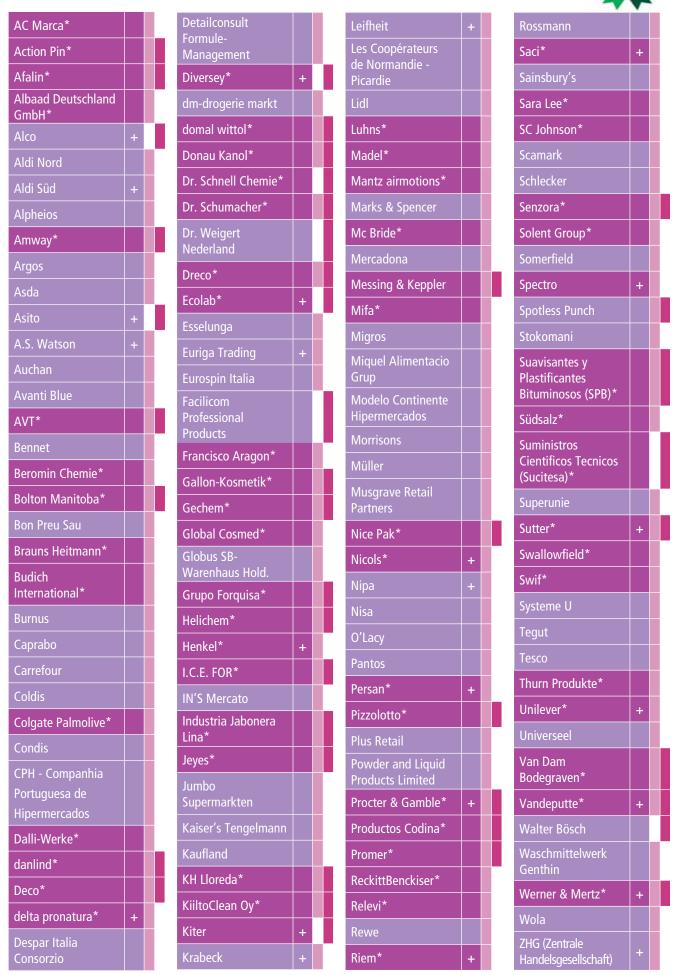
1.

A successful commitment by the majority of the market

Since its launch in 2005, the number of companies signing up to the A.I.S.E. Charter for Sustainable Cleaning has grown steadily. Over 130 companies are now members of the Charter – either ordinary ('manufacturers'), or associate ('distributors') members. Listed below are the names and characteristics of those companies. Since more are signing up all the time, for the most up to date list of Charter companies, please visit:

www.sustainable-cleaning.com/en.publicarea_companyparticipation.orb

List of companies committed to the Charter (as at May 2011)



+ Committed to the Charter Update 2010 * Companies having contributed to the KPI 2010 reporting

Ordinary Member Associate Member Active in the Household sector Active in the Industrial & Institutional sector

Nicols

Nicols

Nicols was established in 1947 and employs over 600 people. The SME is specialised in the production of private label household cleaning products in Western and Eastern Europe. The company joined the upgraded Charter for Sustainable Cleaning scheme after successfully passing the entrance check in October 2010. By joining the Charter they hope to convey and share with customer and consumers their commitment to sustainability.

"The Charter Update calculation system itself is quite complex to apply, but after understanding the principles, it helped us get to grips with information processes."

2. How it works The Charter stipulates of a set of twelve Charter Sustainability Procedures (CSPs) which companies implement in their management systems. Six are 'essential' CSPs which have to be applied to a majority of the production, rising to twelve CSPs after three years. These are the threshold requirements for signing up to the Charter and are verified by an independent external verifier. The other six CSPs, which are 'additional', are added for the first re-verification three years after joining the Charter and for subsequent three-yearly re-verifications.

Once the criteria are met and verified, companies are entitled to use the appropriate Charter logo, which certifies that the company is following sustainability principles, giving priority to improvements in people's safety, environmental friendliness, and to other key aspects of sustainability, without compromising product performance. Companies then have to report annually on 11 KPIs linked to the CSPs, which are externally aggregated and published here.

Life Cycle Stages

RAW MATERIAL

NATURAL RESOURCES









Charter Sustainability Procedures (CSPs)

for companies

- Raw material selection and safety evaluation*
- Raw material and packaging supplier selection
- Packaging design and selection
- Resource use policy*
- Occupational health and safety management system*
- Environmental management system*
- Distribution risk assessment
- Product recall*
- Consumer and user information
- Finished product safety evaluation*
- Product performance and product review
- Internal target setting



(*Essential CSPs)

Advanced Sustainability Profiles (ASPs)

for products

Defined per product category and using life cycle assessment as starting point, relevant parameters and thresholds (the 'ASPs') are developed, and can be applied to products which then carry a specific logo.

The ASPs target:

- Resource efficiency and use
- Concentration
- Product safety
- Packaging use and recycling
- Best use information
- ...whilst securing product performance.

Key Performance Indicators (KPIs)

for industry reporting

- Company participation
- Percentage of production compliant with ASPs
- Chemicals safety evaluation
- Occupational health and safety
- Use of poorly biodegradable organics
- Packaging used
- Consumed energy and CO₂ emitted
- Consumed water
- Consumer and customer safety
- Consumer and customer information
- Waste





Charter Update 2010

From the outset, regular upgrades of the Charter were envisaged to ensure that it continues to offer the most advanced sustainability assurance scheme for promoting best practice within the industry, using LCA and science as a basis.

The first major upgrade, Charter Update 2010, is now launched and introduces a product dimension, enabling companies to give a sustainability assurance for individual products, with an enhanced Charter seal. These can be obtained by companies committed to the Charter Update 2010 through voluntary compliance with the new Advanced Sustainability Profiles (ASPs) for product categories.

It also establishes equivalences between the CSPs and ISO and certain other manufacturing standards in order to avoid duplication between the Charter verification process and regular company audits. The CSP coverage threshold is increased to 75% from the beginning for new joiners.

Companies committed to the current scheme can choose to migrate to the Charter Update 2010 or stay with the Charter version 2005. A.I.S.E. encourages all companies to migrate to the Charter Update 2010 in order to promote rapid awareness and understanding of the upgraded system and several have already done so.

3. Addressing

the product dimension The introduction of the "product dimension" through the Charter Update 2010 - characterised by the "Advanced Sustainability Profiles" (ASPs) - follows feedback gained from stakeholder consultation and is also closely aligned with the overall objectives of the SCP/SIP Action Plan and the Ecodesign Directive.

At present, use of the Charter logo on pack signifies that the product is manufactured by a company committed under the Charter to continual improvement in sustainability across a wide range of manufacturing parameters.

With the addition of a product dimension, an enhanced version of the logo is introduced which will indicate to consumers that the product is not only manufactured by a Charter Member but also meets specific advanced sustainability characteristics.

Companies joining or migrating to the Charter Update 2010 can opt to use the new voluntary ASPs where relevant to their products. ASPs are specific to A.I.S.E. product categories and companies are verified on their use of the ASP seal on a random basis by A.I.S.E., similarly to the KPI verification.

ASPs have been defined so far for laundry detergents and fabric conditioners as shown in the table below, with with other product categories to follow shortly.

And the state of t	Laundry detergent powders	Laundry detergent liquids	Fabric conditioners
Product formulation	Pass ESC (Environmental Safety Check) AND Dosage g/job: ≤ 85g AND Dosage ml/job: ≤ 135ml	Pass ESC AND Dosage ml/job: ≤ 75ml	Pass ESC AND Dosage ml/job: ≤ 35ml
Packaging weight per job	Total packaging g/job: ≤ 7.0g	Total packaging g/job: ≤ 7.0g	Total packaging g/job: ≤ 4.0g
Packaging recycled content	Board: ≥ 60%	Board: ≥ 60%	Board: ≥ 60%
End User Information	End-user info on-pack: Washright panel AND Ability to wash at ≤ 30° C indicated on pack	End-user info on-pack: Washright panel (or Cleanright panel) AND Ability to wash at ≤ 30° C indicated on pack	End-user info on-pack: Washright panel (or Cleanright panel)

4. 2011 KPI PERFORMANCE

Introduction

The Key Performance Indicators (KPIs) shown in the table include the results for 2010 alongside those for earlier years.

Data are submitted by Ordinary Member companies of the Charter as at 31st December in each year. They report their results for their company's twelve month financial or sustainability reporting periods ending during the year.

Associate Members, which are predominantly retailers placing products on the market under their own labels, do not normally report KPI data but contribute any relevant information to the reports by the Ordinary Members which manufacture their products.

	KPI	REPORTING DATA	2005	2006	2007	2008	2009	2010
	Participating	Companies reporting (number of)	8	19	33	45	59	65
	companies	Manufacturing sites covered	62	78	108	133	152	162
		% vs Total	81.6%	78.8%	84.4%	88.7%	89.9%	92.6%
		Production covered	7.3 m t	9.3 m t	10.5 m t	11.1 m t	11.1 m t	11.6 m t
		% vs Total	86.2 %	86.1 %	92.1%	94.7%	95.7%	97.8%
		Units of consumer products sold (1&1 not included)	5,800 m	8,200 m	9,300 m	9,700 m	10,200 m	10,300 m
		Covered by CSP Check	4,100 m	6,800 m	8,600 m	9,200 m	9,800 m	10,000 m
(A)	Chemicals safety evaluation	% of ingredients covered by HERA° (I&I not included)	64.3 %	68.6 %	72.9%	75.7%	74.7%	75.5%
	Occupational health and safety	Accidents frequency rate (expressed per 100,000 man-hours worked by all employees)	0.57	0.55	0.83	0.90	0.98	0.81
	Consumer and	Number of care lines services	109	258	345	455	545	613
	customer safety	Consumer contacts registered: Total						
			754,197	926,840	903,796	890,746	873,380	813,972
		% classified as real or perceived health related calls	0.6 %	1.3 %	1.1%	1.5%	1.3%	1.5%
		% classified as enquiries (e.g. general or related to the safety of the product, ingredients, allergies etc)	1.3 %	1.7 %	2.4%	2.6%	2.8%	2.5%
		Persons trained in sessions devoted to safe handling and use of products and systems (I&I only)					74,483	102,146
	Consumer and user information	Consumer product units sold: With at least two safe use icons/sentences	1,237 m	2,317 m	3,495 m	4,907 m	5,757 m	5,949 m
		With more than two safe use icons/ sentences	562 m	1,549 m	2,136 m	3,091 m	3,618 m	3,553 m
		Household washing machine laundry detergents units sold carrying the "washright" panel	361 m	444 m	935 m	1,090 m	1,112 m	1,197 m
•	Poorly biodegradable	kg / % of PBO chemicals, according to the Charter PBO-list, purchased	16.2 kg/t	25.4 kg/t	24.9 kg/t	22.1 kg/t	27.2 kg/t	23.5 kg/t
\sim	organics*	per tonne of production	1.6%	2.5%	2.5%	2.2%	2.7%	2,4%
(CO ₂)	Consumed energy	GJ of energy consumed	1.34 GJ/t	1.09 GJ/t	1.10 GJ/t	1.05 GJ/t	1.03 GJ/t	0.95 GJ/t
\sim	and CO ₂ emitted*	kg of CO ₂ emitted	80.9 kg/t	66.9 kg/t	64.6 kg/t	64.3 kg/t	60.9 kg/t	57.3 kg/t
	Consumed water*	m³ of water (potable and non potable) consumed	1.60 m³/t	1.44 m³/t	1.47 m³/t	1.59 m³/t	1.49 m³/t	1.40 m³/t
	Waste*	kg of waste (hazardous and non hazardous) produced	10.2 kg/t	12.9 kg/t	11.1 kg/t	10.8 kg/t	12.4 kg/t	11.9 kg/t
		kg of hazardous waste sent off-site	3.2 kg/t	3.9 kg/t	4.2 kg/t	4.1 kg/t	3.7 kg/t	3.8 kg/t
	Packaging used*	kg of packaging purchased	78.0 kg/t	92.7 kg/t	88.6 kg/t	84.6 kg/t	91.3 kg/t	89.9 kg/t
		ction covered by the CSP Check - °- water is			. ,,			

^{*=} Data apply to production covered by the CSP Check - °= water is not considered as an ingredient - /t= per tonne of production

The first major upgrade to the Charter scheme was launched in 2010, principally adding an extra dimension enabling companies to use an enhanced logo design to indicate when products meet certain advanced sustainability criteria. This, and other enhancements announced in 2010, do not become effective until July 2011, therefore are not included in this report.

The data reports are subject to an independent verification process conducted by the international audit firm SGS and managed by Deloitte Management Consulting (see Annex 4) on behalf of A.I.S.E..

'Charter Area'

The term 'Charter Area' in this report refers to the EU and EFTA member states as at 31 December 2010, namely the EU 27 plus Iceland, Liechtenstein, Norway and Switzerland.

Charter footprint

There was a further increase in the number of companies reporting this year. In the previous year there were 59 companies; for this report the number increased to 65. This number refers to the headquarters of Ordinary Member companies signing up to the Charter. In terms of manufacturing sites included in the reporting, the total increased from 152 to 162. Expressed in terms of operating entities of all the Ordinary Members in each country, including sales offices, the total at December 2010 was 697. This means the KPIs are now estimated to cover in excess of 85% of all household, cleaning and maintenance production in the Charter Area.

There was also an increase in the number of Associate Members joining the Charter during 2010, from 40 to 64. This trend confirms the continuing support of retailers, distributors and importers for the industry's drive to improve sustainability.

Comparability

As mentioned in earlier years, the steady increase in the reporting base means that direct data comparisons between the years, especially the earlier years, should be made with care.

For example there were only 19 companies reporting in 2006 compared with 65 this year. The majority of companies joining in 2007 or afterwards were smaller companies typically operating in just two or three member states. These smaller companies tend to have manufacturing profiles which differ from the multinationals which mostly joined in 2006, and as a consequence there can be increases or decreases in the overall KPI results which reflect such differences to a greater extent than any underlying change in performance.

Nevertheless, from 2007 onwards year-on year comparisons can be considered broadly valid. In the commentary that follows like-for-like comparisons which exclude the effect of companies reporting for the first time this year are provided wherever they are felt to give a better view of the trend than the headline year-on-year change.

Industrial and institutional companies

Representation of the Industrial & Institutional (I&I) market is now sufficient for meaningful KPIs this year, and the results are therefore included for the first time. Several of the reporting units are different from the consumer product sector, so, again, care should be exercised when making comparisons.

Multinationals and SMEs

Some clear underlying differences in performance emerge between the large multinational companies and the small and medium enterprises. These differences are not visible in the data as because all the figures are aggregated. Consideration is being given to whether an analysis of the differences should be provided in future years.

2011 KPI HIGHLIGHTS

Charter participation

The total production tonnage directly covered by the Charter was 11.6 million tonnes, or 98% of total production, up by 4% against 2009

Energy consumption

Total energy consumed per tonne of production fell by -7.8%, taking the total decline over five years to approx 13%.

CO₂ emissions

Emissions of CO₂ declined by -5.5% per tonne of production, taking the total decline over five years to approx 14%

On-pack consumer advice

The number of consumer packs carrying at least two voluntary standard safe use icons rose to 60% of all products sold by Charter Members

Careline services

The number of consumer advice lines offered in the Charter area rose to 613, an increase of +13%.

Tonnage production

The total production output of companies in the Charter scheme was 11.9mt. After allowing for 0.2mt attributable to the six new Ordinary Member companies reporting for the first time in 2010, the underlying level of output was little changed year on year.

The proportion of that production to which these KPI results apply was up by 0.5mt at 11.6mt, representing 97.8% of output compared with 95.7% last year. This means the output of a great many of the Ordinary Member companies is 100% covered by Charter sustainability procedures.

Consumer unit sales

There was an increase of +0.2% in the number of consumer units sold reflecting the stable overall output tonnage.

Chemical safety evaluation



Overall, the proportion of chemicals covered by full HERA risk assessment recovered slightly from 74.7% to 75.5%. On a like-for-like basis there was no real

change, reflecting the fact that no new assessments were published during the year.

However in the case of the 6 companies reporting for the first time this year the proportion was around 32%, offsetting the slight increase in the overall figure. This reflects the fact that HERA assessments cover the main high volume chemicals whereas the new companies joining the Charter are increasingly the users of low volume speciality chemicals.

In the case of I&I companies, next year's report expected to show the ratio of products sold as controlled dosing units as a proportion of all units sold next year The reporting rules require a minimum of three companies to complete the KPI in order to preserve confidentiality. The reason for expressing the ratio in this way is to take account of the extent to which end-user risk involved in handling concentrated products is being reduced by the introduction of controlled dosing.

All chemicals used in the industry have recognised safety approvals, but 'safety evaluation' in the context of the Charter refers to full voluntary human and environmental risk assessments.

Occupational health and safety



The average number of accidents per 100,000 hours worked during 2010 was 0.81 against 0.98 in the previous year. Overall, it continues to be a good

performance, below the typical rate of 2.0 for all manufacturing industries and 1.0 for the chemical industry.

Consumer health and safety



The number of consumer contacts classified as real or perceived health-related enquiries, as a proportion of all contacts, was 1.5% compared with 1.3% in 2009

but the same as in 2008. This does not represent a material change, and remains well within the expected 1% to 2% range. The total number of contacts recorded was 82 per million consumer units sold, of which the number concerning product safety issues was 2.5% of all contacts, or 2 per million units sold. In 2009 the total number of contacts was 89 per million units. There has been a steady trend downwards reflecting the wider use of on-pack and website consumer information.

In the I&I sector the number of persons trained in safe handling is reported for the first time, increasing from 74,483 to 102,146.

Consumer response services

There was a further increase of in the number of dedicated consumer carelines or response services operated in the Charter Area from 545 to 613.

Consumer and user information



The number of units sold in the Charter Area bearing two or more A.I.S.E. safe use icons rose to 5.95 billion, being approx 60% of all consumer products sold

by the Charter members. Usage of the 'Washright' on-pack information panel on laundry detergent packs, encouraging sustainability at the consumer use stage, increased slightly to about 1.2 billion units.

Poorly biodegradable organics



Charter members report total purchases of chemicals specified on a published A.I.S.E. list of 'poorly biodegradable organics' (as defined in Annex III of the

KPI Detailed Explanation), as a proportion of total chemicals purchased. Last year's increase from 2.2% to 2.7% was reversed again with a decrease to 2.4%. No clear trend has emerged over the past five years, and further analysis will need to be done to try to establish the dynamic underlying these figures.

Energy consumed



Overall there was in a reduction of -4.0% in the total Gigajoules of energy consumed by Charter members, accelerating the trend first observed five years

ago. The underlying reduction expressed as GJ per tonne of production was approximately -7.8%.

CO₂ emissions

There was a further significant fall in CO_2 emissions from 60.9 kg per tonne of production in 2009 to 57.3 kg per tonne in 2010, a reduction of -5.6%. The match with total energy consumed is not exact due to the fact that CO_2 emissions are variable depending on the mix of fuel used to generate energy, but there has undoubtedly been a general shift towards lower CO_2 energy sources. The five-year reduction in CO_2 emissions is around -14%.

Consumed water



Total water consumed during manufacturing decreased again to 1.4 m³ per tonne of production, which is close to the five year average. Caution should be exercised in

extrapolating any trend since water consumed is a function of the mix of products manufactured.

Waste



Total waste generated, including hazardous waste sent off site, was 11.9 kg per tonne of production compared with 12.4 kg per tonne in 2009, a year-on-

year decrease of -4.0%.

The underlying rate of waste generation appears to be stable in the range 10kg to 13kg per tonne. These figures can be heavily affected by site closures which generate a one-off increases in waste as a consequence of de-commissioning.

Hazardous waste



In line with the overall waste figure, there was a decrease in hazardous waste sent off site to 3.8kg per tonne of production. The five-year average is around 4.0kg.

Packaging used

There was a small decrease in total packaging used from 91.3 kg per tonne of production to 89.9 kg per tonne, in contrast to an increase in the previous year and resuming the long term trend had been downwards. Compaction of products reduces the absolute quantity of packaging required per dose but the smaller pack dimensions result in a greater weight of packaging relative to the weight of contents. When expressed in grams of packaging per wash or dose, the trend is likely to be more clearly downward, and an additional metric demonstrating this effect will be brought in next year.



Annex 1

Methodology and quality of data

On an annual basis, A.I.S.E. has committed to provide the public with a Sustainability Report. The whole process is managed by the external consultancy Deloitte. In order to guarantee the quality and objectivity of the data, a several-step methodology has been adopted that ensures both the integrity and the year-after-year comparability of the KPIs.

Step 1: The data is gathered within the participating companies. An extensive quality check by the participants takes place.

Step 2: The participants individually enter the data via the KPI reporting module of the Charter extranet, following precise guidelines and definitions. The system automatically rejects erroneous results.

Step 3: The data are stored on a protected database, which is accessible only by A.I.S.E.'s Charter Project Team (Deloitte and A.I.S.E. secretariat staff).

Step 4: The Charter Project Team analyses the data to assess the reporting by companies. A second quality check of the data is performed.

Step 5: A consultation round is organised with companies to correct the data in cases where they lack coherence or quality - confidentiality is ensured.

Step 6: The final data are then aggregated in total for all companies, in order to analyse the industry's performance and guarantee confidentiality.

Step 7: After aggregation, averages per sub-sector are drawn from the database. The variables include the Household sector, the Industrial and Institutional sector, and large companies and SMEs. For confidentiality reasons, there will only be separate sector reporting when there is a sufficient number of Charter member companies belonging to that sectors.

Step 8: The averages are further analysed, interpreted and conclusions are drawn from it. The interpretation is the result of a close collaboration between the Charter Project Team and industry experts.

Annex 2

The verifiers' role

One key element of the Charter system is the external and independent verification of the adequate implementation by companies of the Charter Sustainability Procedures (CSPs).

A preliminary condition for a manufacturing company to join the Charter is indeed to first gain assurance - through the organisation of an external visit by an independent verifier - that the company does have the required processes/CSPs in place, under control as well as adequately applied. This assurance is organised through the 'Charter entrance check', and the verification process is designed to follow a well-defined path and directs attention to those critical sustainability elements. All requirements under the CSPs are then duly rated and recorded by the independent verifier via a secured website called the 'Charter extranet'. Such verifications form an integral part of the Charter as they are conducted every three years in the company (these are the 'additional CSP checks'). Through the Charter extranet, A.I.S.E. provides training modules for the companies to test themselves their performance prior to the actual verification procedures.

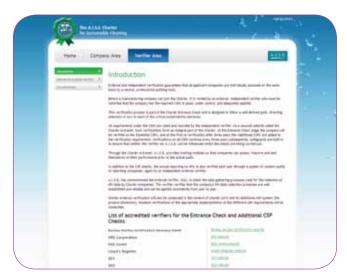
Safeguards are built in the Charter extranet, which is used to record company details and compliance levels during the check. These safeguards ensure that neither the verifier, nor A.I.S.E., can be influenced whilst the check is being carried out.

Accredited Verifiers for the Entrance Check (as at June 2011)

Aenor, Bureau Veritas Certification, Certiquality, DQS, Dr. W. Bethäuser, DS Certificering, Happy Note, JJD Consultant, Lloyd's Register, OFC, Quality Masters, SGS, Two Tomorrows group, Umweltqutachter H. von Knobelsdorff, URS Verification.

This list can be expanded given that new verifiers will be regularly added.

For more information please visit: www.sustainable-cleaning.com/en.verifierarea_becomeaverifier.orb



Annex 3

Equivalent elements of Charter Sustainability Procedures and ISO 9001, ISO 14001/EMAS and BS OHSAS 18001

A number of schemes exist with regard to quality management or environmental management systems, such as ISO 9001, ISO 14001/EMAS and BS OHSAS 18001. However, those are common to any industry sector.

Within the Charter system, a tailored approach to quality/ environmental management schemes is proposed for the detergent and maintenance products sector. However, it is also proposed that as from the launch of Charter Update 2010, where companies are already certified annually under ISO 9001, ISO 14001/EMAS and BS OHSAS 18001, there is a system of "equivalences" or "synergies" in place.

This principle is based on the assumption that for those Charter CSP control activities which are essentially the same as the relevant elements of the above standards, those can be regarded by the independent verifier as having been already verified.

The aim is to avoid duplication of company resources spent on audits. However, the CSPs include a number of additional or separate management controls which relate to wider sustainability considerations, tailored to the detergents and maintenance products sector.

The chart aside is intended to illustrate how the A.I.S.E. Charter for Sustainable Cleaning compares with three important established benchmarks: ISO 9001, ISO 14001/EMAS and BS OHSAS 18001. It does not attempt to show all the instances where the requirements of standards are more detailed than required by the Charter.

Detailed guidance can be found on the Charter site: www.sustainable-cleaning.com

Charter sustainability procedures vs. ISO 9001, ISO 14001/EMAS AND BS OHSAS 18001

CSP		ISO 9001	ISO 14001/ EMAS	BS OHSAS 18001
A1	Raw material selection (essential)	•	•	•
A2	Raw material safety evaluation (essential)	•	•	•
В	Raw material suppliers selection (within 3 years)	•	•	•
С	Packaging design and selection (within 3 years)	•	•	•
D	Resources use policy (essential)	•	•	•
Е	Occupational health and safety management (essential)	•	•	•
F	Manufacturing environ- mental management (essential)	•	•	•
G	Distribution safety evaluation (within 3 years)	•	•	•
Н	Product recall (essential)	•	•	•
I	Finished product safety evaluation (essential)	•	•	•
J	Consumer and user information (within 3 years)	•	•	•
K1	Product performance (within 3 years)	•	•	•
K2	Product review (within 3 years)	•	•	•

- Standard fulfils the CSP (at least scoring level 3).
 (No actions needed)
- Standard could fulfil the CSP under certain conditions. (Easily adoptable, few efforts needed)
- Standard contains no requirements to fulfil the CSP. (Relatively easy to adopt, some actions needed)

Source: Analysis of Dr. W. Bethäuser, official Charter verifier

Annex 4

SGS Assurance Statement

Complementary note from Deloitte.

Deloitte.

"SGS was requested by A.I.S.E. to assess the KPI reporting processes of the companies who have been participating in the Charter for Sustainable Cleaning. SGS has provided A.I.S.E. and Deloitte with a report of the visits to the reporting companies that they undertook to carry out this assessment. SGS raised a few minor issues in this report.

On the basis of the SGS report, Deloitte was asked by A.I.S.E. to contact the companies concerned to ask confirmation of the reported data or to update their declaration. Following these inquiries, the concerned companies provided adjusted data for inclusion in the final data set, as communicated in this 6th Sustainability Report. These data have not been audited by Deloitte."



ASSURANCE STATEMENT

SGS UNITED KINGDOM LIMITED'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE A.I.S.E SUSTAINABILITY REPORT FOR 2011

NATURE AND SCOPE THE VERIFICATION

SGS United Kingdom Limited was commissioned by A.I.S.E. (International Association for Soaps, Detergents and Maintenance Products) to conduct an independent assurance of the data gathering processes used for collection of KPI data that is to be included in the A.I.S.E. Sustainability Report 2011. The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, was restricted to looking at the data collection processes of a sample of A.I.S.E's Charter for Sustainabile Cleaning members that submit KPI data for inclusion in the Sustainability Report. The assurance process did not include verifying the actual KPI data submitted or the published Sustainability Report.

The information in the Sustainability Report 2011 of A.I.S.E and its presentation are the responsibility of the directors and the management of A.I.S.E. SGS United Kingdom Limited has not been involved in the preparation of any of the material included in the Sustainability Report 2011.

Our responsibility is to express an opinion on the KPI data collection methods used within the scope of verification set out below with the intention to inform all A.I.S.E stakeholders.

The verification comprised a combination of interviews with relevant employees and documentation and record reviews with eight A.I.S.E Charter for Sustainable Cleaning members based in the following countries: Austria, France, Germany, Spain and the UK.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS United Kingdom Ltd affirm our independence from ALS.E, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised EMS Lead Auditors, OHSAS 18001 Lead Auditors and EMAS Verifiers.

ASSURANCE OPINION

A number of errors and omissions were noted in the data during the site visits undertaken. These were reported both to the organisations concerned and to A.I.S.E. On the basis of these reports A.I.S.E subsequently confirmed that all eight of the organisations visited submitted revised data to address the deficiencies found. SGS United Kingdom Ltd did not verify the revised the data.

Our task was to assess the data collection processes employed by the charter members visited. On the basis of the methodology described and the verification work undertaken, we are satisfied that the KPI data collection processes employed by six of the eight organisations are currently well established, generally reliable and, should be able to be applied consistently on a year on year basis. In the remaining two organisations further development of data collection and reporting processes is to take place in connection with a number of KPIs with a view to improving the consistency of the data to be reported in 2012.

Signed, for and on behalf of, SGS United Kingdom Limited

Pauline Earl

Managing Director

P. Earl

20th May 2011

WWW.SGS.COM

PART **THREE**

A.I.S.E. Members and Contacts

1 Board as at December 2011



Hans BENDER (President) Procter & Gamble



Peter SCHÄFER Austria, Germany, Switzerland



Luciano PIZZATOCyprus,
Greece, Italy



Ad JESPERS Diversey



John KOOYMAN Colgate-Palmolive



Sari KARJOMAA Denmark, Estonia, Latvia, Lithuania, Finland, Norway, Sweden



Welmoed CLOUS Ecolab



Philip MALPASS Ireland, United Kingdom



Jozef SCHOEMAKER Belgium, Luxembourg, The Netherlands



Ana-Maria COURAS (Vice-President) Portugal, Spain



Filippo MERONI SC Johnson



Tim SEAMAN McBride



Charles-François GAUDEFROY Unilever



Thomas MÜLLER-KIRSCHBAUM (Treasurer) Henkel



Henk VOSSEN SME representative



Eric GILLIOTReckitt Benckiser



Claude PERRIN France, Turkey



Georg GRASSL Bulgaria, Croatia, Czech Republic, Hungary, Poland, Romania, Russia, Serbia/ Montenegro, Slovak Republic, Slovenia



Wouter PFEIFER Chairman of the National Associations Committee

Members

COLGATE PALMOLIVE

Mr John Kooyman 60 Avenue de L'Europe F-92270 Bois-Colombes Tel: 33 1 47 68 63 00 john_kooyman@colpal.com

Ordinary Company Members

DIVERSEY EUROPE

Mr Ad Jespers PA / P.O. Box 40441 NL-3504 AE Utrecht Tel: 31 30 24 76 209 ad.jespers@diversey.com

FCOLAR

Ms Welmoed Clous Richtistr 7 CH-8304 Wallisellen Tel: 41 44877 2202 welmoed.clous@ecolab.com

HENKEL

Mr Thomas Müller-Kirschbaum Henkelstrasse 67 D-40191 Düsseldorf Tel: 49 211 797 30 78 thomas.mueller-kirschbaum@henkel.com

MCBRIDE

Mr Tim Seaman 28th Floor, Centre Point 103 New Oxford Street UK-WC1A 1DD London Tel: 44 207 539 7850 t.seaman@mcbride.co.uk

PROCTER AND GAMBLE

Mr Hans Bender 47, Route de Saint Georges CH-1213 Petit Lancy 1 Tel: 41 58 004 8600 bender.hj@pg.com

RECKITT BENCKISER

Mr Fric Gilliot Via Spadolini, 7 I-20141 Milano Tel: 39 02 844 752 51 eric.gilliot@rb.com

ESTONIA

Industries - **EKTL**

Peterburi tee 46 EST-11415 Tallinn

Tel: 372 6139775

info@keemia.ee

Federation of Estonian Chemical

Mr Hallar Meybaum

S.C. JOHNSON EUROPE

Mr Filippo Meroni ZA. La Piece 8 CH-1180 Rolle Tel: 41 21 822 10 10 fmeroni@scj.com

UNILEVER

Mr Charles-François Gaudefroy Olivier van Noortlaan 120 P.O. Box 114 NL - 3130 AC Vlaardingen Tel: 31 10 460 54 33 charles-francois.gaudefroy@unilever.com

A.I.S.E. Ordinary National Association Members



Fachverband der Chemischen Industrie Österreichs - F.C.I.O.



Mr Christian Gründling

Wiedner Hauptstrasse 63 A-1045 Wien Tel: 43 590 900 33 48 gruendling@fcio.wko.at www.fcio.at



Society of Traders and Producers of Cleaning Products, Washing Products and Cosmetics at the Croatian Chamber of Commerce - STPC - VPC



Ms Dubravka Marijanovic

HR-10000 Zagreb Tel: 385 31 513 530

CYPRUS

Association - CADCMA

P.O. Box 21455

CY-1509 Nicosia

Tel: 357 22 889 737

andand@ccci.org.cy

Cyprus Aerosol, Detergents

& Cosmetics Manufacturers

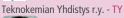
Mr Andreas Andreou



dubravka.marijanovic@saponia.hr



FINLAND





Ms Sari Karjomaa

P.O. Box 311 FIN-00131 Helsinki Tel: 358 9 1728 4335 sari.karjomaa@teknokem.fi www.teknokem.fi



FRANCE

Association Française des Industries de la Détergence, de l'Entretien et des Produits d'Hygiène Industrielle - AFISE



Ms Claude Perrin

Av. Achille Peretti 118 F-92200 Neuilly-sur-Seine Tel: 33 1 47 47 82 86 claude.perrin@afise.fr



BELGIUM / LUXEMBOURG

Association Belgo-Luxembourgeoise des Producteurs et des Distributeurs de Savons, Cosmétiques, Détergents, Produits d'Entretien, d'Hygiène et de Toilette, Colles, Produits et Matériel Connexes DETIC/ESSENCIA



Ms Françoise Van Tiggelen

Boulevard Reyers 80 B-1030 Brussels Tel: 32 2 238 97 65 fvantiggelen@essenscia.be www.detic.be



BULGARIA

Bulgarian Association of the Detergent Industry **BADI**



Ms Boryana Kaneva

Office 102, 20 Joliot Curie Str., BG-1113 Sofia Tel. 359 2 969 8654 b.kaneva@badi-bg.org



Mr Karel Strašák

CZECH REPUBLIC

Committee for Detergents with

the Czech Association for Branded

CZ-110 00 Prague 1 Tel: 420 222 316 606 cszv@cszv.cz www.cszv.cz



DENMARK

Brancheforening for Saebe, Parfumeog Teknisk/kemiske Artikler - SPT DK- 1217 København Tel: 45 45 20 20 10 jc@spt.dk www.spt.dk



GERMANY

Industrieverband Hygiene und Oberflächenschutz Für Industrielle und Institutionelle Anwendung e.V. - IHO



Mr Heiko Faubel

Mainzer Landstraße 55 D-60329 Frankfurt/M Tel: 49 69 2556 1245 fauhel@iho.de www.iho.de

Industrieverband Körperpflege- und Waschmittel e.V. - IKW



Peter Schäfer

Mainzer Landstraße 55 D-60329 Frankfurt/Main Tel: 49 69 25 56 13 21 pschaefer@ikw.org www.ikw.org



GREECE

Association of the Greek Industry of Detergents and Soaps - SEVAS



Mr Theo Michaelides

Vervainon street no.14 GR-115 27 Athens Tel: 30 210 777 27 80 sevasth@otenet.gr



HUNGARY

Hungarian Cosmetic and Home Care Association - KOZMOS



Mr István Murányi

Gombócz Zoltán u. 14 H-1118 Budapest Tel: 36 1 398 0823 muranyi.istvan@kozmos.hu www.kozmos.hu

IRELAND

Irish Cosmetics & Detergents Association - I.C.D.A.



Ms Siobhan Murphy

84-86 Lower Baggot Street IRI - Dublin 2 Tel: 353 1 606 16 71 siobhan.murphy@ibec.ie www.icda.ie



Associazione Nazionale Detergenti e Specialità per l'Industria e per la Casa - ASSOCASA



Mr Giuseppe Abello

Via G. Da Procida, 11 I-20149 Milano Tel: 39 02 34 56 52 35 q.abello@federchimica.it assocasa.federchimica.it



LATVIA

The Association of Latvian Chemical and Pharmaceutical Industry - LAKIFA



Ms Raina Dureja

Brivibas Str. 40-41 LV-1050 Riga Tel: 371 729 86 93 lakifa@lakifa.lv www.lakifa.lv



LITHUANIA

Lithuanian Cosmetics and **Household Chemicals Producers** Association - LIKOCHEMA



Ms Inara Joniskiene

Konstitucijos pr. 9-34 LT-09308 Vilnius Tel: 370 5 210 22 86 inara@likochema.lt www.likochema.lt



NETHERLANDS (THE)

Nederlandse Vereniging van Zeepfabrikanten - N.V.Z.



Mr Wouter Pfeifer

Waterigeweg 31 Posthus 914 NL-3700 AX Zeist Tel: 31 30 69 21 880 pfeifer@nvz.nl www.nvz.nl



NORWAY

Vaskemiddelleverandørenes Forening - V.L.F.



Ms Ingrid Standal

P.O. Box 6780 St. Olavs Pl. Kr. Augustsgt. 19 N-0130 Oslo Tel: 47 22 99 22 70 ingrid.standal@vlf.no www.vlf.no

POLAND

Polish Associations of Cosmetics and Home Care Products Producers



Ms Monika Zarzycka

Chalubinskiego 8 PL-00-613 Warszawa Tel: 48 22 745 10 76 monika.zarzycka@czystepiekno.pl www.czystepiekno.pl



PORTUGAL

Associação dos Industriais de Saboes, Detergentes e Produtos de Conservação e Limpeza -A.I.S.D.P.C.L.



Ms Ana-Maria Couras

Rua da Junqueira 39-2° Edificio Rosa P-1300-307 Lisboa Tel: 351 21 799 15 50 amcouras@fiovde.pt



ROMANIA

Romanian Union of Cosmetics and Detergent Manufacturers -**RUCODEM**



Ms Mihaela Rabu

Str. Mihai Eminescu, 105-107, Apt.6 RO-020073 Bucuresti S2 Tel: 40 21 210 88 85 mihaela.rabu@rucodem.ro



SERBIA



Ms Jelena Pejcinovic

Stevana Markovica 8/III 11080 Belgrade Tel: 381 11 2109 422 jelena.pejcinovic@kozmodet.rs

SLOVAK REPUBLIC

Slovenské zdruzenie pre znackové výrobky - SZZV



Mr Dusan Plesko

Metodova 7 SK-821 08 Bratislava 2 Tel: 421 2 5273 1113 szzv@szzv.sk www.szzv.sk



SLOVENIA

Association of Cosmetics and Detergents Producers of Slovenia -K.P.C.

Ms Helena Gombač Rožanec Dimiceva 13 SI-1504 Ljubljana Tel: 386 1 5898 263 helena.gombac@gzs.si



SPAIN

Asociación de Empresas de Detergentes y de Productos de Limpieza,

Mantenimiento y Afines - ADELMA



Mr Juan Robledo

Plaza de Castilla 3, Planta 22 E2 E-28046 Madrid Tel: 34 91 733 05 66 adelma@adelma.es www.adelma.es



SWEDEN

Branschföreningen för Industriell och Institutionell Hygien - I.I.H.



Ms Ulrika Flodberg

P.O. Box 5501 SE-114 85 Stockholm Tel: 46 8 783 82 42 ulrika.flodberg@ktf.se www.iih.se

Kemisk-Tekniska Leverantörförbundet - K.T.F.



Mr Olof Holmer

P.O. Box 5501 SE-114 85 Stockholm Tel: 46 8 783 82 43 alof halmer@ktf se www.ktf.se



SWITZERLAND

Schweizerischer Kosmetik- und Waschmittelverband - SKW



Mr Bernard Cloëtta

Breitingerstrasse 35, Postfach 2138 CH-8027 Zurich Tel: 41 43 344 45 80 bernard.cloetta@skw-cds.ch www.skw-cds.ch



C* TURKEY

K.T.S.D.



Mr Vuranel C. Okay

Sahrayicedit, Atatürk Caddesi, Eris Sitesi, B-Blok, Kat 1/Daire 10, Kadiköy TR-34734 Istanbul Tel: 90 216 368 76 48 vuranel.okay@ktsd.org.tr www.ktsd.org.tr

UNITED KINGDOM

UK Cleaning Products Industry Association - U.K.C.P.I.



Mr Philip Malpass

1st floor, Century House, High Street UK-CH3 9RJ Tattenhall, Cheshire Tel: 44 1829 77 00 55 philip.malpass@ukcpi.org www.ukcpi.org

A.I.S.E. **Extraordinary Members**



EGYPT

Mr. Mohamed Fekri AbdelShafi 1195 Corniche El Nil. EG-Cairo Tel: 202 25 79 65 90/1/2 Fax: 202 25 79 66 94 ceo@bftech.com.eg www.fei.org.eg

PANARABIAN PENINSULA

Jeddah Chamber of Commerce & Industry - Detergent Industry Committee (DIC) Mr. Haitham T. Saleh Saudi French Bank Building, King Abdullah St., P.O. Box 2056, Jeddah KSA-21451 Saudi Arabia Tel: 966 2 653 8902 saleh.ht@pg.com

A.I.S.E. **Associate Members**

APCOHM

Russian Association of Perfumery, Cosmetics & Household Chemistry Manufacturers Mr Sergey Vanin 10 Novaya Sq. RU-109012 Moscow Tel: 7 495 258 93 71 ulantseva@apchom.org www.apcohm.org

CESIO

Comité des Agents de Surface et Intermédiaires Organiques Ms Chantal De Cooman Av. E. Van Nieuwenhuyse 4, box 2 B-1160 Brussels Tel: 32 2 676 72 55 Fax: 32 2 676 73 47 cdc@cefic.be www.cefic.org

FEMIN

General Secretariat - Fédération Europénne du Matériel de l'Industrie de Nettoyage Mr Toni D'Andrea c/o AFIDAMP Via Felice Casati 32 I-20124 Tel: 39 02 67 44 58 05 Fax: 39 02 66 71 22 99 tdandrea@afidamp.it www.femin-association.com

A.I.S.E. Secretariat Team (as at December 2011)



Christèle BAIER Administration Manager + 32 2 679 62 62 christele.baier@aise.eu



Christine BOUDET Legal Advisor +32 2 679 62 61 christine.boudet@aise.eu



Elodie CAZELLE Technical and Scientific Affairs Manager +32 2 679 62 84 elodie.cazelle@aise.eu



Sylvie LEMOINEDirector, Technical and
Regulatory Affairs
+32 2 679 20 16
sylvie.lemoine@aise.eu



Blanche LERMITE
External Communications
Coordinator
+32 679 62 57
blanche.lermite@aise.eu



Anny MARCHAL Administrative Assistant +32 2 679 62 64 anny.marchal@aise.eu



Sophie MATHIEU
Technical and Scientific
Affairs Manager
+32 2 679 62 85
sophie.mathieu@aise.eu



Sascha NISSEN
Sustainability & Communications
Manager
+32 2 679 62 65
sascha.nissen@aise.eu



Gosia OLEDZKA
Technical and Scientific
Affairs Manager
+32 2 679 62 68
gosia.oledzka@aise.eu



Martine REBRY
Administrative Assistant
+32 2 679 62 67
martine.rebry@aise.eu



Valérie SÉJOURNÉ
Director, Sustainability
& Communications
+32 2 679 62 69
valerie.sejourne@aise.eu



Laura TUCCIMEI
Technical and Scientific
Affairs Manager
+32 2 679 62 70
laura.tuccimei@aise.eu



Susanne ZÄNKER
Director General
+32 2 679 62 71
susanne.zaenker@aise.eu

Glossary

ACI	American Cleaning Institute	HERA	Human & Environment Risk Assessment on
AFPSP	Air Fresheners Product Stewardship Programme		Ingredients of Household Cleaning Products
ASP	Advanced Sustainable Profile	I&IP	Institutional and Industrial Products
BEUC	European Consumers' Organisation	IA	Impact Assessment
BPD	Biocidal Products Directive 98/8/EC	IAQ	Indoor Air Quality
BPR	Biocidal Products Regulation	ICPAIE	International Cleaning Products Associations
CARACAL	Competent Authorities for REACH and CLP		Information Exchange
CAS	Chemical Abstracts Service	INCPA	International Network for Cleaning products
CECED	European Committee of Household Appliance		Association
	Manufacturers	IUCLID	International Uniform Chemical Information
CEFIC	European Chemical Industry Council		Database
CESIO	Comité Européen des Agents de Surfaces et	INDA	Alliance of European Industries involved in the
	leurs Intermédiaires Organiques		Transport of Dangerous Goods
CHESAR	Chemical Safety Report	JRC	Joint Research Centre
CLP	Classification, Labelling and Packaging	KPI	Key Performance Indicators
CSA	Chemical Safety Assessment	LCA	Life Cycle Analysis
CSR	Chemical Safety Report	LCI	Life Cycle Inventory
CSP	Charter Sustainability Procedures	LSP	Laundry Sustainability Project
DPD	Dangerous Preparations Directive	PCC	Poison Control Centre
DSD	Dangerous Substances Directive	PCE	European Chemical Bureau Department of
DUCC	Downstream Users of Chemicals		Physical & Chemical Exposure
	Co-Ordination Group	PEC	Predicted Environmental Concentration
EC	European Commission	PEG	Partner Experts Group
ECHA	European Chemicals Agency	RA, RAR	Risk Assessment, Risk Assessment Report
ECRN	European Chemicals Region Network	RAC	Risk Assessment Committee (REACH and CLP)
EEB	European Environmental Bureau	RCN	Risk Communication Network
EMAS	Eco-Management and Audit Scheme	REACH	Registration, Evaluation and Authorisation of
ERASM	Environmental Risk Assessment and Management		Chemicals
ES	Exposure Scenario	REACH-IT	REACH Information Technology
ESC	Environmental Safety Check	REACT	REACH Exposure Assessment Consumer Tool
EUEB	EU Eco-labelling Board	SCHER	Scientific Committee on Health and
EUSES	European Union System for the Evaluation of		Environmental Risks
	Substances	SDS	Safety Data Sheet
FORUM	ECHA Forum on Enforcement (REACH) and CLP	SCP/SIP	EU Action Plan on Sustainable Consumption
GHS	Global Harmonised System (for Classification		and Production and Sustainable Industrial Policy
	and Labelling)	SME	Small and Medium Sized Enterprise
GPP	Green Public Procurement	UNEP	United Nations Environment Programme

